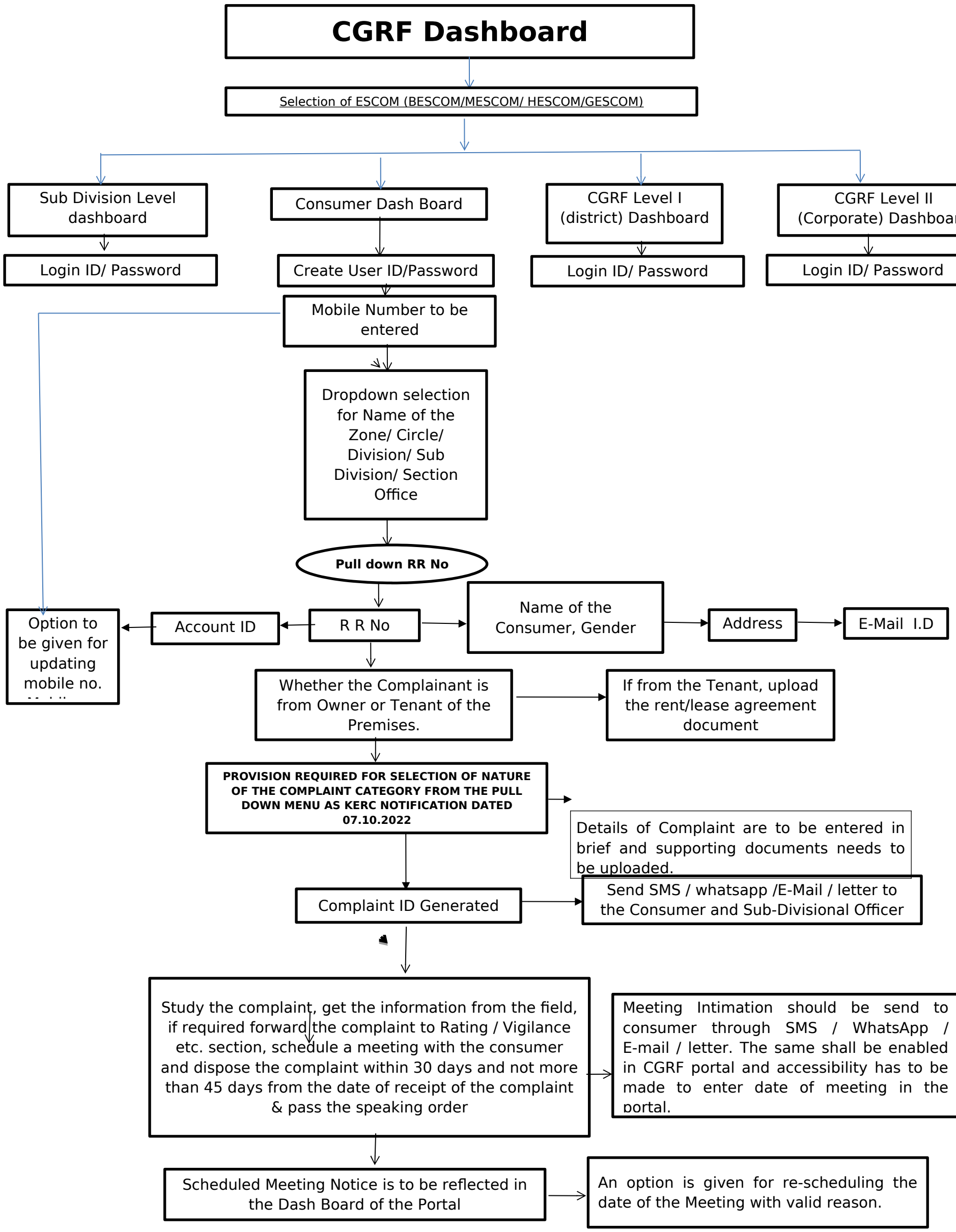
ANNEXURE - XX

Portal Operational Procedure of CGRF Level-I And CGRF Level-II (Consumer Grievance Redressal Forum)


CGRF Dashboard
Selection of ESCOM (BESCOM/MESCOM/ HESCOM/GESCOM)
Sub Division Level dashboard
Consumer Dash Board
CGRF Level I (district) Dashboard
CGRF Level II (Corporate) Dashboard
Login ID/ Password
Create User ID/Password
Login ID/ Password
Login ID/ Password
Mobile Number to be entered
Dropdown selection for Name of the Zone/ Circle/ Division/ Sub Division/ Section Office
Pull down RR No
Option to be given for updating mobile no.
Account ID
R R No
Name of the Consumer, Gender
Address
E-Mail I.D
Whether the Complainant is from Owner or Tenant of the Premises.
If from the Tenant, upload the rent/lease agreement document
PROVISION REQUIRED FOR SELECTION OF NATURE OF THE COMPLAINT CATEGORY FROM THE PULL DOWN MENU AS KERC NOTIFICATION DATED 07.10.2022
Details of Complaint are to be entered in brief and supporting documents needs to be uploaded.
Complaint ID Generated
Send SMS / whatsapp /E-Mail / letter to the Consumer and Sub-Divisional Officer
Study the complaint, get the information from the field, if required forward the complaint to Rating / Vigilance etc. section, schedule a meeting with the consumer and dispose the complaint within 30 days and not more than 45 days from the date of receipt of the complaint & pass the speaking order
Meeting Intimation should be send to consumer through SMS / WhatsApp / E-mail / letter. The same shall be enabled in CGRF portal and accessibility has to be made to enter date of meeting in the portal.
Scheduled Meeting Notice is to be reflected in the Dash Board of the Portal
An option is given for re-scheduling the date of the Meeting with valid reason.

Upload the final Speaking Order in portal and same is forwarded to the Consumer through WhatsApp/e-mail or by Post within 30 days not more than 45 days from the date of receipt of the complaint.

If Consumer is not satisfied, submit his/her grievance **in the Form 'A'** to the **CGRF Level-I (District Level CGRF)** through portal within the 3 months from the date of speaking order issued by the Sub-Divisional Officer, along with speaking order and other documents

Provided Forum may condone the delay with valid reasons.

Electrical Accident and Theft cases of complaints are excluded in the CGRF portal. Hence, application is to be rejected at this stage with a message to complainant through whatsapp / email / letter.

Forward the complaint to respective Sub-Division within 3 days to furnish the para wise comments

Sub-Division to furnish Para wise comments within 15 days

Schedule the Forum Hearing preferably on every 2nd and 4th Wednesday of the Month.

To call for hearing the complaint with the Complainant, Sub-Divisional Officer and Forum members within 20 days from the date of receipt of the complaint at CGRF -1

Hearing intimation should be send to consumer through SMS / Whatsapp /E-mail / letter. The same shall be updated in CGRF Level-1 Portal and accessibility has to be made to enter the date of Hearing in the portal.

An option to be given for re-scheduling the date of the Meeting with valid reason.

The date of Hearing is reflected in the Dash Board of CGRF Level-1

Portal accessibility required for concerned Sub-Divisional Officer, Complainant and all the members of the CGRF Level-I.

Hearing the complaint with the Complainant, Sub-Divisional Officer and Forum Members. Pass the interim order or re-schedule the date of hearing if additional information is required or Meeting has been postponed with valid reason.

If, necessary spot inspection is to be carried by the Chairperson or the members of the CGRF Level-1

Again re-schedule for Hearing and send the hearing notice to complainant, Sub-Divisional Officer, Forum Members through SMS / WhatsApp / E-mail /letter.

Upload the Final Order in the portal of CGRF Level-1 and same shall be send to the Complainant, Sub-Divisional Officer, Members of district level CGRF and Corporate level CGRF through WhatsApp/e-mail/letter. The complaint shall be resolved within 60 days from the date of receipt of complaint.

If Consumer not satisfied with the order of CGRF Level-I, then submit his/her grievance in the Form – A to the **CGRF Level-II** i.e., Corporate level CGRF through portal or manually within the 30 days from the date of the Final orders issued by the district level CGRF.

Provided Forum may condone the delay with valid reasons.

Auto Escalation Provision has to be made for escalating the complaint from district level CGRF Level-1 to Corporate level CGRF Level –II, if the complaint is not resolved within 60 days from the date of receipt of complaint

The Sub-Divisional Officer compliance to the orders of district level CGRF tier -1 or Level - I shall be updated / uploaded in the portal.

The Sub-Divisional Officer shall comply the orders of district level CGRF tier -1 or Level - I.

The Final Order passed by the district level CGRF and order compliance by the Sub-Divisional Officer shall be available at Corporate Level CGRF against the complaint ID.

Schedule the hearing with the Complainant, Sub-Divisional Officer, district level CGRF chairperson and Members of Corporate level CGRF within 15 days from the date of receipt of the complaint.

Hearing intimation should be send to Complainant, Sub-Divisional Officer, district level CGRF chairperson and Members of Corporate level CGRF through SMS / WhatsApp / E-mail / letter. The same shall be updated in CGRF Level-II and accessibility has to be made to enter the date of Hearing in the portal.

The Forum Hearing scheduled preferably on 1st and 3rd Wednesday of the every Month.

The Sub-Divisional Officer shall comply the orders of corporate level CGRF tier -2 or Level - II.

The Sub-Divisional Officer compliance to the orders of corporate level CGRF tier -2 or Level - II shall be updated / uploaded in the portal.

If Complainant is not satisfied with the orders of CGRF Level-II, submit his/her grievance to the **KERC, OMBUDSMAN** within the 30 days from the date of Final orders issued by the CGRF-level II.

Provided **OMBUDSMAN** may condone the delay with valid reasons.

Auto Escalation Provision has to be made for escalating the complaint from Corporate level CGRF Level –II to OMBUDSMAN, if the complaint is not resolved within 30 days from the date of receipt of complaint.

Portal accessibility shall be given to the **KERC, OMBUDSMAN**.

The orders of the Ombudsman shall be updated / uploaded against the Complaint ID.

Reports Generation : complaints resolution at Sub-Divisional level, district level CGRF, Corporate level CGRF, status of complaints, number of complaints by a complainant etc.,